

Yale Conferences & Events

Job Title: Operations Coordinator

Department: Yale University Conferences & Events (YC&E)

Department Description:

Yale Conferences & Events (YC&E) provides comprehensive program planning services, serves over 15,000 program participants, and manages approximately 100 non-accredited programs each year. A majority of YC&E's activities are focused on high school, college, and adult summer programs. For summer 2021, YC&E's primary focus will be on supporting Yale Summer Session as other programming is limited. Please visit <http://conferencesandevents.yale.edu/> for more information.

Job Description:

The Operations Coordinator (OC) will report to the Office Manager (OM). This position will also work closely with a team of OC's and other seasonal and full-time staff to facilitate the arrival and departure of program participants and staff. The OC serves as a knowledgeable professional and primary asset in the functioning and operation of a 24-hour office. Individuals will be asked to know and understand the workings of colleges and be proficient and adept at addressing daily issues. This position operates in the capacity of greeting the group organizers and their participants at check-ins/outs and courteously and efficiently providing assistance to them as necessary while in residence. In addition, this individual will function as an asset in the opening, daily operation, and shutdown of one or more building(s) utilized by Yale Conferences & Events.

Principle Duties:

Facility Management

- Conduct all lockouts for the colleges during designated hours
- Conduct all linen deliveries and pickups to count and record linen shipments.
- Deliver pillows, linens, and blankets to rooms prior to client arrival and then pick up at the end of their stay.
- Make beds and supply amenities for participant rooms.
- Loading, setting up, and delivering materials to various residential colleges and building as needed.
- Inspect all suites, bathrooms and common areas prior to group arrival and after departure.
- Conduct daily bathroom checks to ensure the cleanliness of the facility. If bathrooms are not clean report findings to YC&E staff.
- Inspect, photograph and monitor all building areas regularly and report maintenance, damage or cleaning issues to the Facilities Superintendent and the Residential Operations Manager (ROM).
- Assist with the opening and closing of the residential colleges.
- Ensure maintenance or other issues are resolved or followed up with as quickly as possible.
- Report all key/lock problems and other facility concerns in a timely manner.
- Make sure signage is picked up and posted at appropriate locations across campus in a timely manner.
- Monitor building key inventory including testing, replacing, and accounting of all keys for the building.
- Maintain the security of the key cabinet and keep a detailed log of all keys being issued and returned.
- Perform classroom checks, rounds of campus and dining hall observations.
- Display relevant building, University and local information within all stairwells.
- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Perform and ensure residential college custodial cleaning is done under established timelines and follow YC&E protocols if service is incomplete.
- Do occasional cleaning including sweeping, taking out trash and setting up rooms for events.
- Ensure all rooms are move in ready prior to client arrival.

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Administrative/Office Operations

- Assist with the opening and closing of the central office and storage room(s).
- Check participants in and out of StarRez database by issuing and collecting room keys and access cards.
- Assist in the organizing of participant information, room lists, emails, key packet preparation, and any other necessities for residential groups using StarRez.
- Complete various assigned tasks across campus in a timely manner.
- Sign out special items, ensuring that procedures are followed and that items are properly returned.
- Organize the office(s) with necessary supplies, monitor inventory and replenish as necessary. Ensure that all equipment is on site and in working order.
- Maintain a neat and orderly office(s) and storage areas by verifying all deliveries supplies are returned to the proper place after each shift.
- Maintain professional work relationships with other YC&E staff.
- Act as an escort and assist contractors in gaining access to student rooms.
- Log all information of missing or damaged items to ensure proper billing.
- Collect and record all lost and found items.
- Maintain a daily shift report and document all incidents for follow-up.
- Assist YC&E staff with Ad Hoc tasks that may arise.
- May include cross-training for Housing Office duties supporting isolation housing procedures, etc.
- Conduct post evaluations of programs and YC&E.

Client Relations

- Have a general understanding of each program's operation and daily logistical needs.
- When performing tasks on campus engage with clients and provide exceptional customer service.
- Assist with on-site event coverage such as registration, transportation, food and beverage, material transport, set up and break down of equipment, location, entertainment, and vendor liaison.

University Relations

- Understand and enforce university rules, regulations, and procedures.
- May communicate with programs, buildings, vendors and Yale departments.

Required Experience/Education:

Must be at least a college undergraduate. Customer service and/or operations experience preferred.

Required Skills & Abilities:

- Strong oral and written communication skills for telephone, email, and personal contact.
- Must have a pleasant, helpful attitude, calm under pressure and enjoy customer service.
- Must have the ability to encourage and motivate others to work as a part of a team and adhere to deadlines.
- Attention to detail, organized, patient, and maintain a professional appearance.
- Willingness to work diligently and independently.
- Candidate must be dependable and thorough.
- Prior database experience is helpful but not required.
- A strong work ethic and internal drive to continually improve will be expected.
- Ability to travel across a city campus.
- Ability to repeatedly lift 25 lbs.

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Duration: Start: May 10, 2021

End: August 20, 2021

This position requires both early morning and late-night hours. Schedule will vary each week with weekend and holiday work regularly required. **A few exemptions to the start and end date may be available with approval from YC&E staff.

Summer Benefits:

\$13.00 per hour; campus parking, estimated work hours 16 to 40 per week, and the possibility of approved overtime that pays time and one half. Employees are issued a Yale ID for the duration of employment which gives access to the Yale shuttle system, discounts at local establishments and museums (COVID-19 restrictions may apply). **Housing will not be available for the 2021 Summer.**

To apply, please go to the following link to fill out the online application <https://forms.gle/r1fjwND6rMSmwjJD8> then submit your resume and cover letter to David Wright at david.wright@yale.edu. Application will officially close on Wednesday, March 31st at 11:59pm.